



SERVICE LEARNING AND CIVIC ENGAGEMENT THROUGH HIGHER EDUCATION

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EXPANDING HISTORIC TOURS THROUGH WORKFORCE DEVELOPMENT

ABSTRACT:

This student-led project explores job analysis and design for Historic Tours of Texas and Woodsong Farms, two small businesses in Huntsville, Texas. Through interviews and applied HR research, the team identified key labor needs, skill gaps, and staffing challenges. The project applies human resource management concepts to propose recruitment, training, and job redesign strategies aimed at improving employee satisfaction, efficiency, and long-term sustainability within community-based organizations.

THEMATIC FOCUS:

Shifting Foundations: Modern fundamental changes in how communities form, change, and represent themselves.

Blockage and Clearance: Physical, infrastructural, financial, or organizational barriers or portals to community engagement.

Gauging the Waters: Using research and assessment to course correct or gain deeper insight.

BIO:

Noelani Rojas is a certified EMT and senior pursuing a Bachelor's degree in Healthcare Administration with aspirations of becoming a Hospital Incident Commander. Passionate about community health and emergency response, she applies both clinical and leadership skills to improve patient care and safety. Her service-learning experiences have strengthened her communication, teamwork, and problem-solving abilities in real-world healthcare settings. Noelani is dedicated to continuous professional growth and aims to use her EMT experience and administrative knowledge to enhance emergency preparedness and support equitable, efficient healthcare systems in her community.